

OCT -1 1993

FOR OFFICIAL USE ONLY

## CONSUMER PRODUCT INCIDENT REPORT

NOV 10 1993

W-425

1. NAME OF RESPONDENT Joseph Lucie	2. PHONE NO. (HOME) 301-464-2313	WORK none	
3. STREET ADDRESS 4206 Yeadon Court	4. CITY Bowie	STATE MD	ZIP CODE 20715
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED) Consumer was toasting 2 slices of bread in toaster oven for approximately 2.5 minutes between medium and high setting when smoke and 1" high flames came from oven's control panel. Consumer unplugged oven, opened oven's back panel, plugged oven back in and 1" high flames came from control panel's electrical coil. Consumer discarded oven, but kept the burned coil.			

-continued-

6. DATE OF INCIDENTS 9/19/93	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 YR/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black and Decker
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker 6 Armstrong Road Shelton, CT 06484 unknown unknown unknown unknown		12. MODEL, SERIAL NUMBERS M #TR20TY2
13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown		14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged see narrative
15. PRODUCT PURCHASED NEW x USED DATE PURCHASED '89 est. AGE 4yr. est.		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES NO x IF NOT, ITS DISPOSITION discarded oven, but not burned coil	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
FOR ADMINISTRATION USE		
20. DATE RECEIVED 09/21/93	21. RECEIVED BY (NAME & OFFICE) CTW/HL	22. DOCUMENT NO. H390098A0
23. FOLLOW-UP ACTION	24. PRODUCT CODE(S) 0216	25. DISTRIBUTION
26. ENDORSER'S NAME & TITLE		

CONSUMER PRODUCT INCIDENT REPORT

H390098A0

UL listing is unknown.

Consumer got CPSC hotline phone number from the phonebook.

7

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

AS OF 4-23-94 BLACK & DECKER HAS NOT RESPONDED OR ACKNOWLEDGED RECEIPT OF MY CORRESPONDENCE OR THE COIL WHICH BURNED.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Joseph B. Lucie      4-23-94  
Signature                      Date

☐

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

TC-21

(15)  
FYI



FEB 24 1994

EP03/012  
C425044

Feb. 8, 1994

I am writing this letter to see if I may obtain information regarding Black and Decker toaster ovens model number 3br 71, Serial number 3264. We had a house fire in September of '92 that was caused by our toaster oven. We need to know how many other incidents these particular toaster ovens were involved in.

Yes, I will pay a small fee for the info provided to me.

Thank you for your time and any information that you can provide. Please send ASAP! Thank you!

Sincerely,

5/10/92  
REF/PRVLR NOTIFIED  
No Comments made  
Comments attached  
Excisions/Transfers  
Firm has not requested  
further notice

me call, Idaho  
83638

31

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

A lawyer advised my husband & I that if we could find more cases involving Black & Decker toaster ovens causing fires, we'd have a stronger case in the event of us filing a lawsuit. That company should not be excused for destroying our lives! Something has got to be done.

Oh, I do know of another local woman who had a similar kitchen fire caused by a Black & Decker toaster oven. She told me she would give any information needed to help us or anybody else - If needed, I could get her name and phone number for your office - Thank you for all you're trying to do!

(our new phone number is: (602) - 873-6154)

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

July 29 '94  
Date



I request that you do not release my name.



You may release my name to the manufacturer but I request that you not release it to the general public.



You may release my name to the manufacturer and to the public.

C-425044  
I-21

~~SEP 23 1994~~  
MORRISON, MAHONEY & MILLER

COUNSELLORS AT LAW

250 SUMMER STREET  
BOSTON, MASSACHUSETTS 02210-1181  
617-439-7500

FACSIMILE 617-439-7590

SEP 23 1994

Pamela J. Fitzgerald  
617-737-8867

MR/PRVLBR NOTIFIED

25/9  
A  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further notice

August 30, 1994

MASSACHUSETTS  
BOSTON  
RAYNHAM  
SPRINGFIELD  
WORCESTER  
YARMOUTH PORT  
RHODE ISLAND  
PROVIDENCE  
CONNECTICUT  
HARTFORD

MICHIGAN  
GRAND RAPIDS  
SOUTHFIELD  
CALIFORNIA  
SAN FRANCISCO  
NEW YORK  
NEW YORK  
ENGLAND  
LONDON

Freedom of Information Officer  
U.S. Consumer Product Safety Commission  
Washington, D.C. 20207

Re: ~~Heater~~ Black and Decker  
Our File No.: S19502  
Date of Loss: 12-2-91

Dear Sir or Madam:

Would you please provide me with the following information regarding the Black and Decker Spacemaker Toast R Oven Broiler. This toaster oven is believed to have been the cause of a fire which occurred in December 1991. The model number involved in the incident which is the subject matter of this action is B 2 S02500 rated at 1600 watts. The toaster oven was purchased in 1990.

1. Any and all documents or investigative reports which indicate that this toaster oven, or similar toaster ovens manufactured by Black & Decker, malfunctioned and caused a fire;
2. Any and all documents or investigative reports which indicate that this toaster oven or similar toaster ovens manufactured by Black & Decker were subject to a recall notice due to a malfunction in the unit which caused a fire;
3. Any and all compliance documents which indicate whether or not the manufacturer complied with any recall notices or recall requirements;
4. Any and all complaints regarding this toaster oven or similar toaster ovens manufactured by Black & Decker in which the consumer complained that the toaster oven had malfunctioned causing fire damage;
5. Any and all statistical reports regarding this toaster oven or similar toaster ovens manufactured by Black & Decker which indicate occurrences of malfunction which caused fire damage;

A/B  
Broiler

6216  
0261  
0262  
0266

5-409051  
OVER

MORRISON, MAHONEY & MILLER

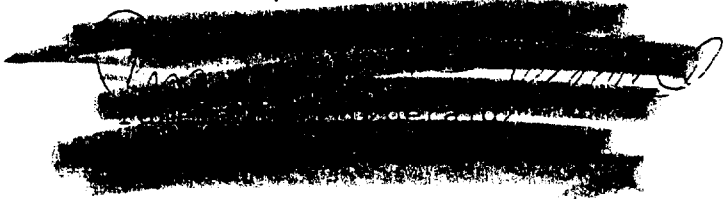
August 30, 1994  
Page 2

Please include in this request any documents regarding this model number, but if such documents are not available, then any and all documents regarding any Spacemaker Toast R Ovens manufactured by or for Black and Decker.

Thank you for your attention to this matter. If you have any questions regarding this request, please do not hesitate to contact me.

Very truly yours,

MORRISON, MAHONEY & MILLER



PJF:mpc

City: EAST-HARWICH MA.

Date: 12-2-91

Fine : 82 YR. Female NO INJURY

Product : TOAST R OVEN

H any damage

DEC 15 1994

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

12-20-94  
Date



I request that you do not release my name.



You may release my name to the manufacturer but I request that you not release it to the general public.



You may release my name to the manufacturer and to the public.

I-51  
C495015  
0216/0261/0262



**COZEN AND O'CONNOR**  
A PROFESSIONAL CORPORATION

THE ATRIUM

1900 MARKET STREET

PHILADELPHIA, PA 19103

(215) 565-2000

(800) 523-2900

FACSIMILE

(215) 665-2013

ATLANTA, GA

CHARLOTTE, NC

COLUMBIA, SC

DALLAS, TX

LOS ANGELES, CA

NEW YORK, NY

SAN DIEGO, CA

SEATTLE, WA

WESTMONT, NJ

BRIAN L. LINCICOME

DIRECT DIAL 215 665-2060

October 1, 1996

VIA FACSIMILE (301) 504-0127

Mr. Todd Stevenson  
Consumer Products Safety Commission  
Freedom of Information Office  
4330 East West Highway  
Bethesda, MD 20814-4408

Re: Black and Decker  
Civil Action No.: CV 95 4185 (EDNY)  
Our File No.: 44531

Dear Mr. Stevenson:

I am an attorney with Cozen and O'Connor representing the plaintiff in the above captioned action. This law suit arises out of a fire which occurred at the plaintiff's home and appears to have been caused by a *Black and Decker Toaster Oven, model number TRO200*.

Pursuant to the Freedom of Information Act, I am writing to request that you provide me with copies of any complaints or other documentation and/or information in your possession arising out of similar losses that were caused by Black and Decker Toaster Oven, model number TRO200. Any information regarding recalls or product defects in Black and Decker Toaster Oven, model number TRO200 would be greatly appreciated.

0216

5610034

EMM/IN  
C96A5010

TC-24  
15  
MR/PR/LR NOTIFIED  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further notice  
ISSUE

OCT 31 1996

Mr. Todd Stevenson  
Consumer Products Safety Commission  
October 1, 1996  
Page 2

---

Thank you for your assistance in this matter. Please do not hesitate to contact either myself or my paralegal [REDACTED] with any questions you may have.

Very truly yours,

COZEN AND O'CONNOR

[REDACTED]

BY [REDACTED] ESQUIRE

BLL/mpm

~~LEFT MESSAGE 10/2~~

## CALLS TO LAWYERS

IDENTIFICATION C 96A5010 -

CITY/STATE East Patchogue, NY

DATE OF INCIDENT 12-22-93

TYPE OF INJURY property damage

AGE/SEX RESIDENTIAL Home

SCENARIO (1 sentence) Lady of the house used toaster oven before leaving the house she made sure toaster oven was shut off. When she returned fire ignited, Fire Marshals confirmed toaster oven ignited fire.

PRODUCT: BLACK AND DECKER TOASTER OVEN

MODEL NUMBER: TR0200

(NO ADDITIONAL INFO)

NOV 5 1996

## CONSUMER PRODUCT INCIDENT REPORT

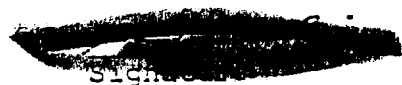
1. NAME OF RESPONDENT Cozen and O'Connor		2. TELEPHONE NO. (Home) (Work) (215) 665-4138	
3. STREET ADDRESS 1900 Market St.		4. CITY STATE ZIP CODE Philadelphia, PA 19103	
5. DESCRIBE ACCIDENT SITUATION OR HAZARD, INCLUDING DATA ON INJURIES. (Use second page if necessary.) A fire was started by a Black and Decker Toaster Oven, Model TR0200 due to a failure of the toast solenoid component.			
6. DATE OF INCIDENT(S) 12/22/93	7. IF INJURY OR NEAR MISS, OBTAIN AGE _____ SEX _____ AND DESCRIBE INJURY _____	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME _____ RELATIONSHIP _____	
9. DESCRIPTION OF PRODUCT Toaster Oven		10. BRAND NAME Black and Decker	
11. MANUFACTURER/DISTRIBUTOR NAME, ADDRESS & PHONE		12. MODEL, SERIAL NO.'S TR0200	
		13. DEALER'S NAME, ADDRESS & PHONE	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES _____ NO _____ IF YES, BEFORE OR AFTER THE INCIDENT? _____ Describe _____ _____		15. PRODUCT PURCHASED NEW _____ USED _____ DATE PURCHASED _____ AGE _____	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES <input checked="" type="checkbox"/> NO _____ IF NOT, DO YOU PLAN TO CONTACT THEM? YES _____ NO _____ OTHER _____		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: _____ _____	
		18. IS THE PRODUCT STILL AVAILABLE? YES _____ NO _____ IF NOT, ITS DISPOSITION _____	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES _____ NO <input checked="" type="checkbox"/>			
FOR ADMINISTRATION USE			
20. DATE RECEIVED	21. RECEIVED BY (Name & Office)		22. DOCUMENT NO.
23. FOLLOW-UP ACTION			24. PRODUCT CODE(S)
25. DISTRIBUTION		26. ENDORSEER'S NAME & TITLE	

11-3  
0-2-20

am 1

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.



COZEN & O'CONNOR

11/26/96

Date

☒

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

11/26/96  
C96450.0

(15)

## CONSUMER PRODUCT INCIDENT REPORT

FEB - 2 1995

<b>1. NAME OF RESPONDENT</b> Daye Barnes		<b>2. TELEPHONE NO.</b> (Home) (Work) 216 562-4600	
<b>3. STREET ADDRESS</b> 124 Eldridge Road		<b>4. CITY</b> <b>STATE</b> <b>ZIP CODE</b> Aurora, OH 44202	
<b>5. DESCRIBE ACCIDENT SITUATION OR HAZARD, INCLUDING DATA ON INJURIES. (Use second page if necessary.)</b> <p>Respondent is fireman in Aurora, OH. He called to complain about a fire hazard presented by toaster oven. He set down a bag of groceries on a counter where the toaster oven was located. The groceries shifted and pushed down the toaster oven's on lever and held it in place. This eventually caused the plastic grocery bag to start melting. He is aware of the same thing happening on three different occasions with the same model toaster oven.</p>			
<b>6. DATE OF INCIDENT(S)</b> 1/95	<b>7. IF INJURY OR NEAR MISS, OBTAIN</b> AGE _____ SEX _____ AND DESCRIBE INJURY _____ None	<b>8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE</b> NAME _____ RELATIONSHIP _____	
<b>9. DESCRIPTION OF PRODUCT</b> Toaster Oven		<b>10. BRAND NAME</b> Black & Decker	
<b>11. MANUFACTURER/DISTRIBUTOR NAME, ADDRESS &amp; PHONE</b> Black & Decker		<b>12. MODEL, SERIAL NO.'S</b>  <b>13. DEALER'S NAME, ADDRESS &amp; PHONE</b>  	
<b>14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED?</b> YES _____ NO <u>XX</u> IF YES, BEFORE OR AFTER THE INCIDENT? _____ Describe _____ _____ _____		<b>15. PRODUCT PURCHASED</b> NEW _____ USED _____ <b>DATE PURCHASED</b> 7-8 years ago <b>AGE</b> _____ <b>16. DOES PRODUCT HAVE WARNING LABELS?</b> IF SO, NOTE: _____ _____	
<b>17. HAVE YOU CONTACTED THE MANUFACTURER?</b> YES _____ NO <u>X</u> IF NOT, DO YOU PLAN TO CONTACT THEM? YES _____ NO _____ OTHER _____		<b>18. IS THE PRODUCT STILL AVAILABLE?</b> YES <u>X</u> NO _____ IF NOT, ITS DISPOSITION _____	
<b>FOR ADMINISTRATION USE</b>			
<b>20. DATE RECEIVED</b> 1/17/95		<b>21. RECEIVED BY (Name &amp; Office)</b> Ed Blythin, CLE RP EB	
<b>23. FOLLOW-UP ACTION</b> Home Region		<b>22. DOCUMENT NO.</b> G51 0348A <b>24. PRODUCT CODE(S)</b> 0216	
<b>25. DISTRIBUTION</b> FOUR, EPDS, FOER		<b>26. ENDORSEER'S NAME &amp; TITLE</b> Eric B. Ault, Regional Director	

CPSC FORM 175 (9/89)

MFR/PRVLR NOTIFIED

☒ No Comments made  
☐ Comments attached  
☐ Excisions/Revisions  
☒ Firm has not requested further notice

MAR - 7 1995

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

During a previous incident located at the fire station, the toaster oven became involved in fire and had to be removed from the station. Had it not been discovered in time the fire could have spread to the cupboards above the oven.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

David W. Barnes 03-17-95  
Signature Date

☐

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

I-18

G 51 0348

0216

TC-21

3

SECTION 15

CONSUMER PRODUCT INCIDENT REPORT

L-337

1. NAME OF RESPONDENT  
[REDACTED]

2. PHONE NO. (HOME) WORK  
[REDACTED]

3. STREET ADDRESS  
[REDACTED]

4. CITY STATE ZIP CODE  
Brooklyn NY 11235

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED)  
Consumer was toasting bread in toaster oven. Less than 3 minutes later, control switch had not popped up, and smoke was coming from control switch. There were no visible flames. Consumer unplugged oven. Consumer thinks the inner wires of switch were burning.

2/92 Consumer called manufacturer, and customer representative (name unknown) said manufacturer was not aware of any similar -cont.-

6. DATE OF INCIDENTS  
2/92

7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY:  
0 YR/N  
none

8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none  
RELATIONSHIP none

9. DESCRIPTION OF PRODUCT  
electric toaster oven

10. BRAND NAME  
Black and Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE  
Black and Decker  
unknown  
Shelton, CT 06484  
800-323-1946  
unknown  
unknown  
unknown

12. MODEL, SERIAL NUMBERS  
NOTR68TY2 or NO.TR68TY2

13. DEALER'S NAME, ADDRESS & PHONE  
Abraham and Strauss  
unknown  
Brooklyn, NY (zip unknown)  
unknown

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE:  
damaged  
see narrative

15. PRODUCT PURCHASED NEW x USED  
DATE PURCHASED 12/91 AGE 2 mos.

16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO  
IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?

18. IS THE PRODUCT STILL AVAILABLE? YES NO x  
IF NOT, ITS DISPOSITION  
1st replaced, 2nd returning 4/8/92

19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED  
04/08/92

21. RECEIVED BY (NAME & OFFICE)  
ldm, HL

22. DOCUMENT NO.  
H240041A0

23. FOLLOW-UP ACTION MFR/PRVLBR NOTIFIED

24. PRODUCT CODE(S)  
0/216

25. DISTRIBUTION

26. ENDORSER'S NAME & TITLE  
MFR/PRVLBR NOTIFIED

10 APR 1992

Comments made

Comments attached

Excisions/Revisions

Form has not requested further notice



CONSUMER PRODUCT INCIDENT REPORT

H240041A0

incidents and offered consumer an identical replacement oven in exchange for original. Next day, consumer sent original oven to manufacturer. Consumer received identical replacement oven a few days later.

4/7/92 The same thing happened with replacement toaster oven.

4/7/92 Consumer called manufacturer, and customer representative (name unknown) offered consumer a different model replacement toaster oven in exchange for 2nd toaster oven. Consumer plans to send oven to manufacturer on 4/8/92.

Toaster oven is UL listed.

Consumer found CPSC hotline telephone number in the Consumer Reports magazine.

10 APR 1992

TC

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

[REDACTED]

6/15/92  
Date

☒

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

21 MAY 1992

H24004/PO

25

10-21  
CONSUMER PRODUCT INCIDENT REPORT

FOR OFFICIAL USE ONLY

JM-186

1. NAME OF RESPONDENT [REDACTED]	2. PHONE NO. (HOME) [REDACTED] none	WORK
3. STREET ADDRESS [REDACTED]	4. CITY Poughkeepsie	STATE NY ZIP CODE 12603
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED) Toaster oven was turned on and had been on dark setting (settings: light to dark) for 10-15 minutes when consumer saw flames inside toaster oven control panel through slot for toaster oven switch. Consumer unplugged toaster oven and extinguished flames with a fire extinguisher. Consumer believes there was damage to toaster oven's internal wiring and componentry.		

-cont.-

6. DATE OF INCIDENTS 12/25/91	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 0 YR/N AND DESCRIBE INJURY: none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black & Decker
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker 6 Armstrong Rd. Shelton, CT 06484 unknown unknown unknown unknown		12. MODEL, SERIAL NUMBERS TRO60
13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown		
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 12/90 AGE 1 yr.
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none		
17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES NO x IF NOT, ITS DISPOSITION returned to manufacturer	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED 01/09/92	21. RECEIVED BY (NAME & OFFICE) JM/HL	22. DOCUMENT NO. H210073A0
23. FOLLOW-UP ACTION [REDACTED]	24. PRODUCT CODE(S) 0216	
25. DISTRIBUTION [REDACTED]	26. ENDORSEER'S NAME & TITLE [REDACTED]	

4-FEB 1992

NOTIFIED  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested

CONSUMER PRODUCT INCIDENT REPORT---

H210073A0

1/6/92 Consumer took toaster oven to S & S Appliance, 390 Violet Ave., Poughkeepsie, NY, 12601, (TEL: 914-452-6122), manufacturer's local service center. Person (name unknown) said toaster oven would be sent to manufacturer for inspection.

UL listing for toaster oven is unknown.

Consumer got CPSC hotline number from American Baby magazine.

4 - FEB 1992

m j

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

#5. Toaster had been used for 3 batches of muffins, each on dark setting, over a 20 minute period. Toaster switch caught fire on fourth use.

#17 No, NO

#19 yes

Notes: Owner's manual for model TRC60 says unit is UL listed.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

Date

3/25/92

☐

I request that you do not release my name.

☒

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

19 MAR 1992

H210073AO

CONSUMER PRODUCT INCIDENT REPORT

FOR OFFICIAL USE ONLY

JM-201

1. NAME OF RESPONDENT [REDACTED]		2. PHONE NO. (HOME) [REDACTED] none		WORK
3. STREET ADDRESS [REDACTED]		4. CITY Monsey	STATE NY	ZIP CODE 10952
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED). Consumer heard a crackling sound in her kitchen and investigated. Cabinets and counters at one wall of kitchen were in flames. Toaster was on one of the burning counter tops, and was plugged in but not in use. Consumer and daughter began to spray flames with fire extinguishers. Both were barefoot, and both received mild burns to bottoms of feet from hot kitchen floor. Police and fire department extinguished fire. Fire destroyed kitchen and caused smoke damage throughout -cont.-				
6. DATE OF INCIDENTS 10/18/90	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 58 YR/F 26 YR/F burns to bottoms of feet	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME [REDACTED] RELATIONSHIP Self and daughter		
9. DESCRIPTION OF PRODUCT toaster oven		10. BRAND NAME unknown		
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker 6 Armstrong Rd. Shelton, CT 06484 203-926-3000 unknown unknown unknown		12. MODEL, SERIAL NUMBERS TRO20'TRO25		
		13. DEALER'S NAME, ADDRESS & PHONE Caldor Rt. 59 Suffern, NY unknown		
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: internal and external burning		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 5/23/90 AGE 5 mo.		
		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none		
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER? not sure		18. IS THE PRODUCT STILL AVAILABLE? YES NO x IF NOT, ITS DISPOSITION with insurance co.'s engineer firm		19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED 04/11/91	21. RECEIVED BY (NAME & OFFICE) JM/HL	22. DOCUMENT NO. H140042A2
23. FOLLOW-UP ACTION [REDACTED]	24. PRODUCT CODE(S) [REDACTED]	
25. DISTRIBUTION [REDACTED]	26. ENDORSER'S NAME & TITLE [REDACTED]	

12/27/91  
16 APR 1991  
20/9  
MER/PRVLR NOTIFIED  
Comments attached  
Excisions/Revisions  
Firm has not requested further notice

CONSUMER PRODUCT INCIDENT REPORT

H140042A2

the house. Toaster was extensively burned. Consumer and daughter received treatment from paramedics for burns to feet.

Later that day, consumer called her insurance company (All-State, 167 Rt. 304, Bardonia, NY, 10954, 914-623-6106) and explained incident to William Jablesnik (title unknown). All-State sent out a representative (name unknown) from Peter Vallez Associates (125 State St., Hackensack, NJ, 07601, 201-487-8812), an engineering group. Representative took toaster and outlet toaster was plugged into for investigation.

11/27/90 Results of investigation were sent to consumer's insurance company. Report attributed fire to "failure of thermostat within toaster oven which caused oven to continuously heat and go into runaway condition."

UL listing for toaster unknown.

Consumer was referred by her local consumer affairs department to file this complaint.

EPDS

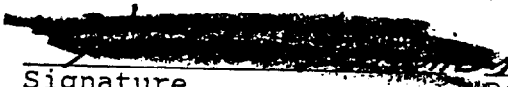
16 APR 1991

31

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

PRODUCT STILL ON SALE  
AT CALDOR

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

5/4/91  
Date

☐

I request that you do not release my name.

☒

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

1001

H140042

29



TC-21      CV  
CONSUMER PRODUCT INCIDENT REPORT

L-247

1. NAME OF RESPONDENT C. [REDACTED]		2. PHONE NO. (HOME) [REDACTED] same WORK	
3. STREET ADDRESS [REDACTED]		4. CITY STATE ZIP CODE Allendale NJ 07401	
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED) Consumer was using toasting feature of oven to toast bread. Consumer set temperature to medium high, pushed down lever and a minute later, consumer saw smoke coming from door of oven. Consumer then saw 3" high flames inside oven. Husband turned off and unplugged oven and flames self extinguished. Inner cavity of oven was partially charred after incident. The bread was burned after incident. Consumer had used oven feature of oven for 7 to 8 minutes at 350 degrees prior to incident with -cont.-			
6. DATE OF INCIDENTS 3/23/91	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 YR/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black & Decker	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker 6 Armstrong Rd. Shelton, CT 06484 203-926-3000 unknown unknown unknown		12. MODEL, SERIAL NUMBERS PR020	
13. DEALER'S NAME, ADDRESS & PHONE Consumer Distributing unknown Ramsey, NJ (zip unknown) unknown		14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged inner cavity of unit is partially charred	
15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 7/3/90 AGE 8 mos.		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO		20. DATE RECEIVED 03/25/91	

FOR ADMINISTRATION USE

21. RECEIVED BY (NAME & OFFICE) ldm, HL	22. DOCUMENT NO. H130167A0	23. FOLLOW-UP ACTION [REDACTED]
24. PRODUCT CODE(S) 0216		25. DISTRIBUTION [REDACTED]
26. ENDORSER'S NAME & TITLE LDM [REDACTED]		

EPDS 5-APR 1991

CPSC FORM 175 (9/89)

Excisions/Revisions  
firm has not requested

CONSUMER PRODUCT INCIDENT REPORT

H130167A0

no problem.

Toaster oven was clean at time of incident and consumer usually cleans toaster oven once a week or as needed.

3/25/91 Consumer called manufacturer, spoke to Ed Kusinski, claims coordinator, and Mr. Kusinski requested oven for inspection. Consumer refused because she feels toaster oven presents a fire hazard.

Toaster oven is UL listed.

Consumer found CPSC hotline telephone number in her local phonebook to file this complaint.

EPDS

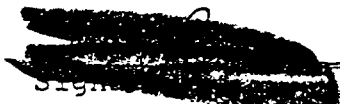
5 - APR 1991

4

8

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

 \_\_\_\_\_  
Signature

5-26-91  
Date

☒

I request that you do not release my name.

☒

You may release my name to the <sup>ONLY</sup> manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

#13 0167 27

# CONSUMER PRODUCT INCIDENT REPORT

31 DEC 1990

FOR OFFICIAL USE ONLY

1. NAME OF RESPONDENT

2. PHONE NO. (HOME)

none

WORK

3. STREET ADDRESS

1800

4. CITY

Kalamazoo

STATE

MI

ZIP CODE

49002

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED)  
Consumer smelled something burning, investigated, and saw that toaster oven's control panel was on fire (height of flames unknown). Consumer does not think toaster oven had been in use. Consumer unplugged toaster oven and fire self-extinguished.

11/24/90 Consumer was cooking something in toaster oven -cont.-

6. DATE OF INCIDENTS  
11/23/90

7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX  
0 YR/N  
AND DESCRIBE INJURY:  
none

8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME  
none  
RELATIONSHIP  
none

9. DESCRIPTION OF PRODUCT  
toaster oven/broiler

10. BRAND NAME  
Tostoven/Broiler (sic)

*Black Decker*

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE  
Black & Decker  
unknown  
Raleigh, NC  
unknown  
unknown  
unknown  
unknown

12. MODEL, SERIAL NUMBERS  
TRO400

13. DEALER'S NAME, ADDRESS & PHONE  
E.H. Tepe  
S. Westledge Ave.  
Kalamazoo MI 49002  
unknown

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE:  
damaged charred control panel

15. PRODUCT PURCHASED NEW x USED  
DATE PURCHASED 7/90 AGE 4 mo.

16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO  
IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?

18. IS THE PRODUCT STILL AVAILABLE? YES NO x  
IF NOT, ITS DISPOSITION  
sent to manufacturer

19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

20. DATE RECEIVED  
12/12/90

21. RECEIVED BY (NAME & OFFICE)  
JM/HL

22. DOCUMENT NO.  
HOC0044A0

23. FOLLOW-UP ACTION

MFR/PRVLR NOTIFIED  
No Comments made

24. PRODUCT CODE(S)

0216

25. DISTRIBUTION

ENDORSEER'S NAME & TITLE

MFR/PRVLR NOTIFIED

CPSC FORM 175 (9/89)

No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested further notice

CONSUMER PRODUCT INCIDENT REPORT

HOC0044A0

(she thought first incident might have been a fluke which would not repeat itself), and same thing happened.

11/28/90 Consumer sent toaster oven back to manufacturer with a note explaining incidents and requesting a refund. Consumer has not heard from manufacturer.

Toaster oven is about 1' wide, with a glass door and control panel on the front side. UL listing unknown.

Consumer wants product investigated and, if necessary, recalled.

Consumer was referred by general media (exact source unknown) to file this complaint.

*Check in amount of \$39.49 has  
been received.*

*M.F,*

EPDS

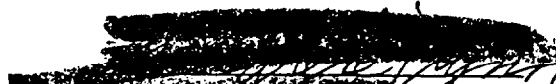
DEC 14 1990

12

g

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
signature \_\_\_\_\_ Date 1-2-91

- ☐ I request that you do not release my name.
- ☒ You may release my name to the manufacturer but I request that you not release it to the general public.
- ☐ You may release my name to the manufacturer and to the public.

TC. 23  
Department of Consumer Protection  
CONSUMER STATEMENT/PRODUCT INCIDENT REPORT

2  
FEB 24 1993

COMPLAINANT: Name: [REDACTED] **N32 0056**  
Street: [REDACTED] City: East Lyme State: CT Zip: 06333  
Home Phone: [REDACTED] Work Phone: [REDACTED]

MANUFACTURER: Name Black & Decker  
Street: 6 Armstrong Rd City: Shelton State: CT Zip: 06484

Have you contacted the manufacturer Yes ☒ No Do you intend to? Yes ☐ No  
Have you returned the product? Yes ☐ No Do you intend to? Yes ☐ No

DEALER: Name: Caldor  
STREET: Kings Hwy City: Groton State: CT Zip: 06340

DESCRIPTION OF PRODUCT: Toast R Oven AGE OF PRODUCT: 5 yrs  
BRAND NAME: Black & Decker MODEL/SERIAL NOS., ETC: B1TR0201

IF INJURY OR ILLNESS: Victim's Name [REDACTED] Relationship: [REDACTED]  
Age: [REDACTED] Sex: [REDACTED] Date: [REDACTED] Type of Injury: [REDACTED]  
Body Part Involved: [REDACTED] Treatment: [REDACTED]

Give details of accident, injury, or illness. Describe how incident occurred.

The complainant stated that he was in a different room when he smelled something burning in the kitchen. When he reached the kitchen he noticed that the toaster oven was on and its burners red hot. The complainant noticed that food that had fallen to the bottom of the base of the toaster had caught on fire. The appliance was quickly unplugged. The complainant stated that the toaster oven switch was in its off position and the appliance had not been used for more than a day.

Received By: Vincent Rugliese  
Date Received: 1/5/92 2 Source Letter ☒ Phone ☐ Visit ☐  
Referred To: CPSC Date: 2/10/93

DO YOU GIVE THE DEPARTMENT OF CONSUMER PROTECTION YOUR PERMISSION TO RELEASE A COPY OF YOUR CONSUMER STATEMENT? ☒ Yes ☐ No

EPDS/FOERCE/EF/PA

N32-0056

1-22

MAY 20 1993

31

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

Date

5/31/93

☒

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

ISSUES 22

K1320056

P 216





15  
FYI  
STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

TC-20  
TP 12  
December 6, 1991

02 JAN 1992

[redacted]  
[redacted]  
Simsbury, CT 06070  
[redacted]  
Dear [redacted]:

MFR/PRVLR NOTIFIED

2/15/92  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further notice

This office is in receipt of your letter of complaint against the Black & Decker Toaster Oven.

As I explained in our phone conversation, this office does not have direct jurisdiction over this type of product. I have taken the liberty, however, of referring your complaint to the federal Consumer Product Safety Commission. The CPSC's mission is to protect the public from unreasonable risks of injury and death associated with consumer products.

Please contact me if you have any questions relative to this matter. Thank you.

216  
Sincerely,

Joan C. Jordan  
Joan C. Jordan  
Acting Division Director  
Product Safety Division

203-566-2816

cc: Consumer Product Safety Commission  
World Trade Center, 3rd Floor  
6 Vesey St.  
New York, NY 10048

19 DEC 1991

NIC-0032

MFR/PRVLR NOTIFIED

2/17/92  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further notice

165 Capitol Avenue • Hartford, Connecticut 06106  
An Affirmative Action/Equal Opportunity Employer

OF CONSUMERS  
PROTECTOR

NIC0034

December 3, 1991

Dept. Of Consumer Protection  
Product Safety Division  
165 Capitol Ave.  
Hartford, Ct. 06106

Attention: Ms. Joan Jordan

Dear Ms. Jordan:

This letter is in reference to our telephone conversation of Dec. 2, 1991 concerning the Black & Decker Toaster Oven which mal functioned and had a potential of starting a fire.

I am including a copy of the letter I sent to Black & Decker (dated 11-11-91) and an estimate of repair from an authorized Service Center. To this date they have not responded to my letter, therefore I am asking for your help in this matter. Thank you very much for your interest.

Sincerely,

19 DEC 6 1991

Simsbury, Ct. 06079

ENCL.

658-4889

RECEIVED

DEC 5 1991

DEPT. OF CONSUMER PROTECTION  
PRODUCT SAFETY

NIC0032

November 11, 1991

Mr. Floyd Coonce, Mgr. Consumer Assistance  
Black & Decker Home Appliances  
6 Armstrong Rd.  
Shelton, Ct. 06484

Dear Mr. Coonce:

Most of my power tools and home appliances are Black & Decker which I go out of my way to purchase because of their excellent quality and made in the USA. I have had no problems with the items I have bought until now.

I received a Black and Decker Toaster Oven a few years ago. It has worked fine until recently when after toasting muffins the automatic switch shut off with the bell indicating the toast was done. Within a minute smoke started coming from the toaster. It smelled of electrical material burning. I immediately pulled the cord and removed the toaster to a safe area. If I had left the area when this was occurring I am sure a fire would have started resulting in severe damage to the counters and kitchen.

I took the unit to an authorized service center. You will find enclosed a review of damages and an estimate to repair the unit. It is apparent the switch is defective from the factory. I am requesting a replacement Toaster Oven or refund to purchase a new one.

Thank you very much for your interest and consideration in this matter. I am confident Black & Decker will stand by their merchandise.

Sincerely,

2 Howard St.  
Simsbury, Ct. 06070

RECEIVED

DEC. 5 1991

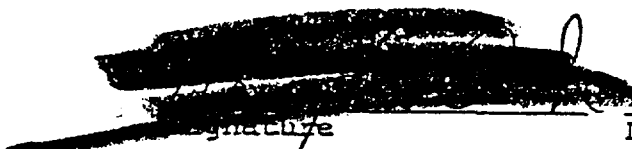
DEPT. OF CONSUMER PROTECTION  
PRODUCT SAFETY

19 DEC 1991

3

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature \_\_\_\_\_ Date Jan. 9, 1992

☐

I request that you do not release my name.

☒

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

02 JAN 1992

NIC-0032



TC-21

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT [REDACTED]		2. PHONE NO. (HOME) (WORK) [REDACTED]	
3. STREET ADDRESS [REDACTED]		4. CITY Patterson	STATE ZIP CODE NY 12563
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES Toaster oven was on toast setting and toasting bread when consumer smelled smoke and saw 2" high flames coming from burnt toast. Consumer unplugged toaster oven and noticed toaster oven's toast setting switch had not popped up. Consumer removed toast and dropped toast on kitchen vinyl floor; toast caused two, 1/2" and 1/16" diameter burn holes on floor. Consumer blew out -cont-			
6. DATE OF INCIDENTS 11/21/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: none RR FYI		8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven			10. BRAND NAME Black & Decker
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker 6 Armstrong Rd. Shelton, CT 06484 800-231-9786 unknown NOV 26 1996		12. MODEL, SERIAL NUMBERS TRO400, TY1, UL Listed: #unknown	
13. DEALER'S NAME, ADDRESS & PHONE Ames Department Store unknown unknown unknown		14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: no visible damage: see narrative	
15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 9/95 AGE 14 mos.		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES x NO OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO		FOR ADMINISTRATION USE	
20. DATE RECEIVED 11/22/96	21. RECEIVED BY (NAME & OFFICE) mmc/HL		22. DOCUMENT NO. H96B0235A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 0216	
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE CCH 11/25/1996	

MFR/PRVLR NOTIFIED  
No Comments made  
Excisions/Revisions  
Firm has not requested further notice

CONSUMER PRODUCT INCIDENT REPORT

H96B0235A

---

Narrative Continued

---

flames coming from burnt toast. There is no visible damage to toaster oven.

11/21/96 Consumer called and explained incident to homeowner's insurance company and adjuster, Janie Leonick, requested estimated cost of kitchen floor and would replace toaster oven; consumer plans to send estimated cost week of 12/1/96.

Consumer discontinued use of toaster oven. Consumer is willing to provide CPSC with the toaster oven.

---

CPSC Source: CPA

---

Am

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

- #12. UL Listed #: 515 (Plug prong). 228E (bottom of toaster).  
#13. Ames Department Store, Rt. 6, Carmel, NY 10512 (914) 225-3775. Phone:  
(We received product as a gift from my mother-in-law, who is now deceased. I believe she purchased the toaster oven at Ames, but I am not 100% certain).

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

12/07/96  
Date

☐

I request that you do not release my name.

☒

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

#9680235



## CONSUMER PRODUCT INCIDENT REPORT

Region: MASC

3

1. NAME OF RESPONDENT [REDACTED] TC-21	2. [REDACTED] (HOME) (WORK) [REDACTED] none
3. STREET ADDRESS [REDACTED]	4. CITY Roanoke
	STATE ZIP CODE VA 24109

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES  
Toaster was plugged into wall outlet, but off when consumer found flames (height unknown) coming from oven's front door. Consumer unplugged oven and flames self-extinguished. Oven was partially burned; consumer discarded it. Oven had been used 2 hours prior to incident.

-cont-

6. DATE OF INCIDENTS 9/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black and Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE  
Black and Decker  
6 Armstrong Road  
Shelton, CT 06484-4797  
unknown  
unknown

ISSUE

5

NOV 4 1996

12. MODEL, SERIAL NUMBERS  
M TR0400

13. DEALER'S NAME, ADDRESS & PHONE  
Walmart (consumer thinks)  
unknown  
Roanoke, VA 20419  
unknown

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE:  
damaged: see narrative

15. PRODUCT PURCHASED NEW x USED  
DATE PURCHASED 11/95 AGE 10 mos.

16. DOES PRODUCT HAVE WARNING LABELS?  
IF SO, NOTE: unknown

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x  
IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?

18. IS THE PRODUCT STILL AVAILABLE? YES NO x  
IF NOT, ITS DISPOSITION  
discarded

19. MAY WE USE YOUR NAME WITH THIS REPORT?  
YES x NO

20. DATE RECEIVED  
10/31/96

21. RECEIVED BY (NAME & OFFICE)  
ctw/HL

22. DOCUMENT NO.  
H96A0293A

23. FOLLOW-UP ACTION

24. PRODUCT CODE(S)  
0216

25. DISTRIBUTION

NOTIFIED  
No comments made

26. ENDORSER'S NAME & TITLE  
CCH 11/1/1996

CONSUMER PRODUCT INCIDENT REPORT

H96A0293A

---

Narrative Continued

---

10/96 Consumer sent a letter explaining incident to manufacturer.

UL listing is unknown.

---


CPSC Source: MAG

---

1

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

  
Signature

11-7-96  
Date

☐

I request that you do not release my name.

☒

You may release my name to the manufacturer but I request that you not release it to the general public.

☐

You may release my name to the manufacturer and to the public.

149610293

TC-21

MAR - 1 1996

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT Betty Peragine		2. PHONE NO. (HOME) (WORK) 407-231-8805 none	
3. STREET ADDRESS 5151 North A1A, Apt 202		4. CITY STATE ZIP CODE Vero Beach FL 32963	
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES On different occasions, when consumer placed slices of bread in toaster oven at different settings, bread would ignite within seconds. Consumer blew out 2 to 3 inch flames after each incident.  2/96 Consumer placed two English muffins in oven when a crumb from muffin -cont-			
6. DATE OF INCIDENTS 5/95	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 0 Y/N AND DESCRIBE INJURY: none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black and Decker Horizontal-	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker unknown unknown unknown unknown <div style="text-align: center;">(15) M</div>		12. MODEL, SERIAL NUMBERS Toaster; M #T1000TY1	
		13. DEALER'S NAME, ADDRESS & PHONE Kmart US 1 Vero Beach, FL 32961 unknown	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO x IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1/95 AGE 4 mos.	
		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
		19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO	
FOR ADMINISTRATION USE			
20. DATE RECEIVED 02/28/96	21. RECEIVED BY, (NAME & OFFICE) ctw/HL		22. DOCUMENT NO. H9620253A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 0216	
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE CCH 2/29/1996	

CONSUMER PRODUCT INCIDENT REPORT

H9620253A

---

Narrative Continued

---

fell on oven's floor. Consumer set oven at setting 2 for 15 seconds when a 2-1/2" high flame came from crumb. Consumer turned off oven, blew out flame and discontinued use. Toaster is UL listed (# unknown). Oven is cleaned after each use and was clean at time of incidents.

---

CPSC Source: OPRAH

---

u m 1

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

My only concern about this product, is that children using this toaster could possibly start a fire without the slightest hint that it must be watched at all times. The care book given with this product doesn't mention anything about how easy it is to start a fire in this toaster.

I'm a 55 yr old mother of 6 grown children & I have had many toasters & I never had or felt we could have had a fire with a toaster as easy as this product has shown me. All I want, is to make sure that this toaster has a warning telling families with children that this product could start a fire so never leave a let young children use this product alone.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Betty Perazine 3/13/96  
Signature Date

☐

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

H9620253  
8216

TC 21  
 13  
 CONSUMER PRODUCT INCIDENT REPORT

AUG 11 1994

2  
 471

1. NAME OF RESPONDENT  
 Nora Strano

2. PHONE NO. (HOME) (WORK)  
 914-339-3480 none

3. STREET ADDRESS  
 21 Delta Place

4. CITY STATE ZIP CODE  
 Kingston NY 12401

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES  
 Oven was off when consumer heard humming sounds coming from it and saw 2" high flames contained inside oven's inner walls, where electrical wires are located. Consumer unplugged oven and flames self-extinguished. Oven had been used 3 hours prior. Oven is UL listed 228E. CPSC Source: S/GOVT

6. DATE OF INCIDENTS  
 8/8/94

7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY:  
 0 Y/N  
 none

8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none  
 RELATIONSHIP none

9. DESCRIPTION OF PRODUCT  
 toaster oven

10. BRAND NAME  
 Black and Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE  
 Black and Decker  
 unknown  
 Shelton, CT 00000  
 203-926-3218  
 unknown  
 unknown  
 unknown

12. MODEL, SERIAL NUMBERS  
 TRO

13. DEALER'S NAME, ADDRESS & PHONE  
 Caldor  
 Route 9W  
 Kingston, NY 12401  
 914-336-6220

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO x IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:  
 no visible damage

15. PRODUCT PURCHASED NEW x USED  
 DATE PURCHASED 1/94 AGE 7 mos.

16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?

18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION

19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED  
 08/09/94

21. RECEIVED BY (NAME & OFFICE)

22. DOCUMENT NO.  
 HP480087A

23. FOLLOW-UP ACTION

NO COMMENTS  
 No Comments attached  
 Excisions/Revisions  
 Firm has not requested further notice

24. PRODUCT CODE(S)  
 0216

25. DISTRIBUTION

26. ENDORSER'S NAME & TITLE

31  
DEC 18 1994

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

Thank you.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Maria Stano      12/16/94  
Signature                      Date

☐

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

I 45  
H 48 0087  
0216



1. CASE NO. 961017CWE5011		2. INVESTIGATOR'S ID [8 ][2 ][3 ][2 ]		3. OFFICE CODE [8 ][7 ][0 ]		<b>EPIDEMIOLOGIC INVESTIGATION REPORT</b>	
4. DATE OF INCIDENT YR MO DAY [9 ][6 ][0 ][8 ][0 ][8 ]		5. DATE INVESTIGATION YR MO DAY INITIATED [9 ][6 ][1 ][1 ][0 ][1 ]					
6. SYNOPSIS OF INCIDENT OR COMPLAINT  Fire officials identified a Black & Decker toaster oven as the cause of an apartment fire. The fire occurred while the occupants of the apartment were out. The owner said that the toaster oven had not been used during the two weeks before the fire. She said that the toaster oven was turned off at the time of the fire. No injuries were reported. The fire caused an estimated \$1830 property damage.							
7. LOCATION (Home, school, etc.) home, interior [1 ][0 ]		8. CITY Beaverton			9. STATE Oregon		
10A. FIRST PRODUCT toaster oven [0 ][2 ][1 ][6 ]		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Brand Black & Decker Shelton, CT Model: TRO 200 TY1					
10B. SECOND PRODUCT [ ][ ][ ][ ]		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS					
12. AGE OF VICTIM [9 ][9 ][9 ]		13. SEX (USE NUMERICAL CODE) MALE - 1 FEMALE - 2 [9 ] UNKNOWN- 3		14. DISPOSITION no injury [0 ]		15. INJURY DIAGNOSIS no injury [7 ][0 ]	
16. BODY PART no injury [9 ][9 ]		17. RESPONDENT (e.g., Friend) Deputy Fire Marshal		18. TYPE INVESTIGATION ON SITE - 1 TELEPHONE - 2 [2 ] OTHER - 3		19. TIME SPENT [ ][6 ][0 ]	
20. ATTACHMENTS [9 ] fire report, photographs		21. CASE SOURCE [0 ][1 ] fire dept. F96A5011A		22. REVIEWED BY YR MO DAY [8 ][1 ][0 ][1 ] [9 ][6 ][1 ][1 ][2 ][2 ]			
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [ ] CPSC MAY NOT DISCLOSE MY NAME [ X ]							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE			
<p>The respondents were a Deputy Fire Marshal and the owner of the toaster oven</p> <p><i>MFR/PRVLR NOTIFIED 5/18/97</i> <i>No Comments made</i> <i>Comments attached</i> <i>Excisions/Revisions</i> <i>Firm has not requested further notice</i></p> <p>(USE ADDITIONAL SHEETS IF NECESSARY)</p>							

## **Pre-Event**

The fire occurred in a suburban apartment. The apartment was part of an 11 year old two story wood framed building. The value of the building was \$520,000 according to the fire department report. The apartment was occupied by a twenty year old female who shared the apartment with two friends.

The occupant said that she received a toaster oven as a birthday gift during April 1995. She said that the toaster oven was received new in the box. She said that she and her roommates used the toaster less than one time per week. She said that they did not eat at the apartment often.

The occupant said that she and her roommates used the toaster oven primarily to toast bread. She said that there were no problems with the operation of the toaster oven before the event. She said that the toaster oven was not damaged or altered before the event. She said that the toaster oven had not been used during the two weeks before the event.

The occupant said that the toaster oven was plugged into the wall outlet but was turned off before the event. She said that the toaster oven was sitting on the kitchen counter under hanging cabinets. She estimated that the bottom of the cabinet was approximately six inches above the toaster oven. She said that there were two plastic bowls and a mixer adjacent to the toaster oven.

## **Event**

The occupant said that she and her roommates were at work when the event occurred. She said that the last person departed at approximately 10:00 a.m. She said that they were not at the apartment when the fire occurred. She said that her roommate returned in the afternoon and found the apartment filled with smoke, and called the fire department.

## **Post Event**

The fire department recorded the alarm at 1:41 p.m. and arrived at the scene at 1:46 p.m. according to the fire department report. The fire was extinguished with a portable fire extinguisher according to the report. The fire caused an estimated \$1150 property damage according to the report.

The Deputy Fire Marshal said that the fire suppression crew removed the toaster oven and placed it with fire debris outside the apartment during the overhaul of the fire scene. He said that the officer in charge of the operation reported that the toaster oven was the obvious cause of the fire. He said that the fire scene was not photographed.

961017CWE5011

The Deputy Fire Marshal visited the scene and recovered the toaster. He said that he discussed the fire with the officer in charge of suppression but did not conduct an investigation or write a report. He contacted CPSC and provided the remains of the toaster oven as a sample. A copy of the fire department report was also provided and is attached to this report as an exhibit.

## Product Identification

Manufacturer: Black & Decker  
Shelton, CT

Model No.: TRO 200 TY1

UL List: 228 G

Power Rating: 120 Volts 1500 Watts

The product identification information was obtained from the product label. The owner said that the toaster oven was received new as a gift approximately 16 months before the fire. The owner said that the toaster oven was not damaged or repaired before the fire. The owner said that there were no problems with the toaster oven before the fire. Photographs of the toaster oven are attached to this reports an exhibit.

## Standards Information

The toaster oven is subject to voluntary standards. The Underwriters Laboratories logo and list number 228G were printed on the base of the toaster oven.

## Samples Collected

The remains of the toaster oven were collected from the Deputy Fire Marshal and submitted to CCA for examination under sample collection report number 97-860-5031.

## Attachments

Exhibit # 1: Fire Department Report

Exhibit # 2: Photographs

74 NOV 1993

1. CASE NUMBER 960924CCC7451 H9680193		2. INVESTIGATOR'S ID 8930		3. OFFICE CODE 800		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. INCIDENT DATE YR MO DAY 960815		5. DATE ID INITIATED YR MO DAY 961022					
6. SYNOPSIS OF INCIDENT OR COMPLAINT No injury occurred when a toaster oven caught fire while it was toasting an english muffin.							
7. LOCATION home 10		8. CITY St. James		9. STATE N Y			
10A. FIRST PRODUCT toaster oven 0216		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker Shelton, CT spacemaker					
10B. SECOND PRODUCT 0000		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS					
12. AGE OF VICTIM 999		13. SEX 9		14. DISPOSITION No injury 99		15. INJURY DIAGNOSIS 99	
16. BODY PART 99		17. RESPONDENT(S) complainant 1		18. INVESTIGATION TYPE telephone 2		19. TIME SPENT 03.0	
20. ATTACHMENTS none 0		21. CASE SOURCE consumer complaint 7		22. REVIEWED BY YR MO DAY 8969 961028			
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input checked="" type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input type="checkbox"/>							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL DIRECTOR REVIEW DATE 10-31-96			

(USE ADDITIONAL SHEETS IF NECESSARY)

960924CCC7451

Note: Consumer had disposed of toaster oven, therefore no on-site was conducted.

#### **PRE-INCIDENT**

The complainant received a toaster oven as a gift in December, 1995 and mounted it under the counter as per the instructions. She used it everyday without incident until the incident occurred. The unit had never been repaired. It was left plugged in when not in use.

On August, 15, 1996, the complainant placed an English Muffin in the toaster and walked away. She was unsure what setting the toaster was on at the time.

#### **INCIDENT**

Approximately two minutes later, the consumer walked past the toaster and saw that the entire inside was engulfed in flames.

#### **POST-INCIDENT**

The complainant unplugged the toaster and the fire self-extinguished. She stated that the fire appeared to have come from the upper coil, however, she was not positive about this. She stated that the coil had fallen completely off from the top of the unit. All damage was contained within the toaster oven. The circuit breaker in the house did not trip.

The complainant called the manufacturer who told her to throw the unit away. The manufacturer sent the consumer a replacement which was a different model because the model she had was no longer produced by the firm.

#### **PRODUCT IDENTIFICATION**

Manufacturer: Black & Decker  
Shelton, CT

Model: Spacemaker, model # unknown, serial # unknown

#### **PRODUCT STANDARDS**

Unknown

No attachments

ACCIDENT INVESTIGATION REQUEST FORM

340 KOTEN

gm

Document Number H9680193A

Date of Incident 8/15/96

Category I.D. \_\_\_\_\_

Follow-Up Requested \_\_\_\_\_

Hazard Analysis \_\_\_\_\_

Section 15

Type Follow-Up Requested \_\_\_\_\_

Telephone Call \_\_\_\_\_

On-Site

Headquarters Contact Jeanne Siebert

Assignment Message Please obtain details of incident and collect sample if available.

Person(s) to Contact Consumer

Guideline \_\_\_\_\_

Requested By \_\_\_\_\_

J. LANSING

Task Number \_\_\_\_\_

960924CCC7451

Assigned to \_\_\_\_\_

NYCO

Date \_\_\_\_\_

960924

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT <i>ISSUE</i> Mildred Axelband <i>TC-21</i>		2. PHONE NO. (HOME) (WORK) 516-862-7266 none	
3. STREET ADDRESS 244 Jefferson Avenue <i>AUG 20 1996</i>		4. CITY STATE ZIP CODE St. James NY 11780	
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES Consumer was toasting an English muffin in toaster oven for 2 minutes when entire inside of oven became engulfed in flames. Consumer unplugged oven and flames self-extinguished. Consumer inspected oven, found muffin burned, top heating coil detached from top inner panel and entire cavity burned. UL listing is unknown.			
6. DATE OF INCIDENTS 8/15/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT electric spacemaker toaster oven		10. BRAND NAME Black and Decker	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker unknown unknown unknown unknown <i>(15)</i> <i>Kuy</i>		12. MODEL, SERIAL NUMBERS unknown	
		13. DEALER'S NAME, ADDRESS & PHONE unknown	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative		15. PRODUCT PURCHASED NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DATE PURCHASED 12/95 AGE 8 mos.	
		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> IF NOT, DO YOU PLAN TO CONTACT THEM? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>			
FOR ADMINISTRATION USE			
20. DATE RECEIVED 08/19/96	21. RECEIVED BY (NAME & OFFICE) ctw/HL		22. DOCUMENT NO. H9680193A
23. FOLLOW-UP ACTION			24. PRODUCT CODE(S) 0216
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE CCH 8/19/1996	

2 - JAN 1997

5

1. CASE NUMBER 960918CCC7438 <i>H5680150</i>		2. INVESTIGATOR'S ID 8055		3. OFFICE CODE 800		<b>EPIDEMIOLOGIC INVESTIGATION PORT</b>	
4. INCIDENT DATE YR MO DAY 96 02 15		5. DATE IDI INITIATED YR MO DAY 96 11 06					
6. SYNOPSIS OF INCIDENT OR COMPLAINT A consumer reported that 7" high flames were visible inside a 4 month old electric toaster oven, approximately 2 minutes after a pastry with sugar frosting was put inside this toaster oven. No injuries resulted from this accident.							
7. LOCATION Home 10		8. CITY Middlebury			9. STATE VT		
10A. FIRST PRODUCT Toaster Oven 0216		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker Mfg. Co., Shelton, CT. 06484 Black & Decker Model 510TY1					
10B. SECOND PRODUCT <i>Elec. Recept.</i>		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS <i>4061</i> <del>0000</del>					
12. AGE OF VICTIM 999		13. SEX <i>No Injury</i> 9		14. DISPOSITION No Injury 00		15. INJURY DIAGNOSIS No Injury 70	
16. BODY PART No Injury 99		17. RESPONDENT(S) Complainant 1		18. INVESTIGATION TYPE <i>Telephone</i> 2		19. TIME SPENT 05.0	
20. ATTACHMENTS No attachments 0		21. CASE SOURCE Consumer Complaint 07		22. REVIEWED BY 8969		YR MO DAY 96 12 18	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input checked="" type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input type="checkbox"/>							
4. NARRATIVE (See Instructions on Page 2)				25. REGIONAL DIRECTOR REVIEW <i>PRSS</i> DATE <i>2/20/96</i>			
<p>NOTE: Since this accident occurred <i>from the Bos-R.P. Office</i>, the investigation was conducted by telephone. The complainant has promised to forward the toaster oven, that was involved in this accident to this investigator. This toaster oven will be forwarded to CCA if/when it is received from the complainant.</p> <p style="text-align: right;"> MFR/PRVLBR NOTIFIED  <input checked="" type="checkbox"/> No Comments made  <input type="checkbox"/> Comments attached  <input type="checkbox"/> Excisions/Revisions  <input checked="" type="checkbox"/> Firm has not requested further notice </p>							

(USE ADDITIONAL SHEETS IF NECESSARY)



**960918CCC7438**

**PRE-ACCIDENT:**

The complainant explained that in October 1995, her father purchased a new model 510TY1 toaster oven, while he was on a trip out of state, and that he is unable to recall the name or address of the retailer where he purchased this toaster oven. She added that this toaster oven was on a kitchen counter in her home and plugged into an electrical receptacle from the date of purchase, , until the accident date and that it had never been damaged or required. She also stated that this toaster oven had always functional properly, week for toasting bread and baking pizza, that it was cleaned on a regular basis, and was clean at the time of this accident.

**ACCIDENT:**

The complainant stated that at approximately 1900 hours her mother placed a pastry with sugar frosting in this toaster oven to warm it on the toast (light) setting and that approximately two minutes later, 7" high flames were visible inside this toaster oven.

**POST ACCIDENT:**

The complainant reported that her mother unplugged the toaster oven and that the flames continued to be visible and that they took the toaster oven outside. She added that no property damage or injuries resulted from this accident, and that the inside of the glass of the toaster oven has scorch marks from this accident.

**STANDARDS INFORMATION:**

The complainant reported that this toaster oven is UL listed.

**SAMPLES COLLECTED:**

None. The complainant has promised to ship the toaster oven

**PRODUCT IDENTIFICATION:**

The complainant stated that the toaster oven that was involved in this accident was a model 510TY1 unit, that had been manufactured by the Block & Decker Mfg. Co. of Shelton, CT. 06424.

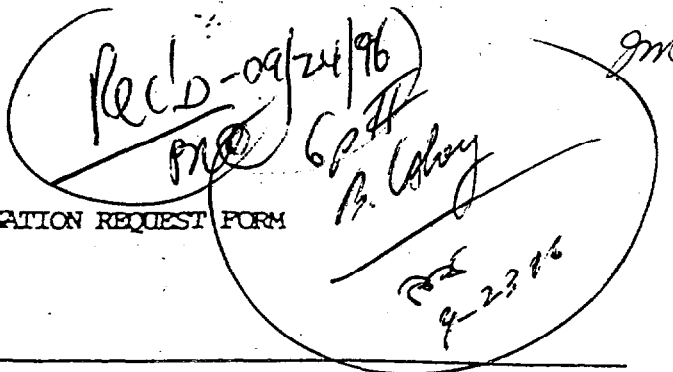
The complainant reported that this toaster oven bears the warning "Disconnect Before Cleaning" . She also said that this toaster oven has three controls with settings from dark and to light and dial-type baking control with settings from "200 - 500"

**ATTACHMENTS:**

None.

C.O'Connell - 09/24/96

ACCIDENT INVESTIGATION REQUEST FORM



Document Number H9680150A

Date of Incident 2/96 Category I.D. \_\_\_\_\_

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Jeanne Siebert

Assignment Message Please obtain details of  
incident and collect sample if  
still available.

Person(s) to Contact consumer

Guideline \_\_\_\_\_

Requested By \_\_\_\_\_

Task Number

960918ccc 7438

Assigned to

NYCC

Date

9609/8

960918CCC 7438

Renac.

## CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

ISSUE 47

1. NAME OF RESPONDENT Jennifer Castle TC-21		2. PHONE NO. (HOME) (WORK) 802-462-2445 802-462-2445	
3. STREET ADDRESS RD2 Box 1092 AUG 20 1996		4. CITY STATE ZIP CODE Middlebury VT 05753	

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES  
Consumer's mother placed sugar covered pastry into clean toaster oven on lowest setting and approximately 2 minutes later mother saw 7" flames contained inside of toaster oven. Mother unplugged the toaster oven but flames continued. Consumer took toaster outside and sister stomped out flames.

-cont-

6. DATE OF INCIDENTS 2/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 0 Y/N AND DESCRIBE INJURY: none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven/broiler		10. BRAND NAME Black and Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker unknown Shelton, CT 00000 unknown unknown 15 Fny	12. MODEL, SERIAL NUMBERS M #510TY1	13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown
--------------------------------------------------------------------------------------------------------------------------------	----------------------------------------	--------------------------------------------------------------------------------

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: scorch marks on inside of toaster glass	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 10/95 AGE 4 mos.	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: "Disconnect before cleaning."
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------	----------------------------------------------------------------------------------

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
-----------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------	-----------------------------------------------------

## FOR ADMINISTRATION USE

20. DATE RECEIVED 08/15/96	21. RECEIVED BY (NAME & OFFICE) pyr/HL	22. DOCUMENT NO. H9680150A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 0216
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CCH 8/19/1996	

Investigation Report - Analyst's Comments

Task No. 460918CC7438 Regional Office NYCO  
Product Code 02167/4061 Investigator ID 8835  
Category Sept 15 1996 Hours Reported 5.0 hrs

Comments

→ Electrical Receptacle should  
get coded as Second Product 4061

→ Box 18 - Needs the words Telephone  
in the Box w/ Numeric Code 2.

Box 13 - Needs the word "NO INJURY"  
with Numeric Code 9.

Sample Collection - Report to be forwarded  
if/when sample received.

Reviewer rh Date: 1/6/97

If you believe the identified deficiencies require contacting investigator/victim and requesting further information, please sign here.

Additional Information  
Requested

Signature

1. TASK NUMBER H9670198 960808 CCC 7363		2. INVESTIGATOR'S ID 8200		12 NOV 1996 EPIDEMIOLOGIC INVESTIGATION REPORT	
3. OFFICE CODE 860	4. DATE OF ACCIDENT YR MO DAY 96 01 07	5. DATE INITIATED YR MO DAY 96 10 14			
6. SYNOPSIS OF ACCIDENT OR COMPLAINT  This no injury case involved a toaster oven that caught a toastada shell on fire. The owner indicated that the hazard was the door popped open when the flames were high. This allowed the fire to spread to the cabinets over head.					
7. LOCATION (Home, School, etc.) Home [1][0]		8. CITY Round Rock,		9. STATE Texas	
10A. FIRST PRODUCT Toaster Oven [0][2][1][6]		10B. TRADE/BRAND NAME Black & Decker		10C. MODEL NUMBER T1000TY1	
10D. MANUFACTURER NAME AND ADDRESS Black & Decker, Inc. Consumer Accessories Div. 701 E. Joppa Road Towson, MD 21286					
11A. SECOND PRODUCT N/A		11B. TRADE/BRAND NAME N/A		11C. MODEL NUMBER N/A	
11D. MANUFACTURER NAME AND ADDRESS N/A					
12. AGE OF VICTIM [0][0][0]	13. SEX [9]	14. DISPOSITION no injury [0]		15. INJURY DIAGNOSIS no injury [7][1]	
16. BODY PART(S) INVOLVED [9][9]	17. RESPONDENT respondent [1]	18. TYPE OF INVESTIGATION Telephone [2]		19. TIME SPENT (OPERATIONAL HOURS) [5.0]	
20. ATTACHMENT(S) response letter[5]	21. CASE SOURCE Hot Line complaint [0][7]		22. SAMPLE COLLECTION NUMBER none		
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) CPSC <u>MAY</u> DISCLOSE MY NAME [x]					
24. REVIEW DATE 961105	25. REVIEWED BY 8257		26. REGIONAL OFFICE DIRECTOR		
27. DISTRIBUTION O:EHDS CC: CCA, DSD					

MFR/PRVLBR NOTIFIED  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further notice

Summary of Incident:

This case involved a toaster oven that the respondent used to heat a toastada shell which he indicated should not have been toasted in the oven since it contains a high amount of fat. The respondent was concerned because when the food did catch fire and the interior heated to a high temperature the door of the oven popped open. He stated that the house would have burned down if he hadn't been close. The cabinets were only scorched and needed only to be refinished.

Product Identification:

According to the respondent in this case the product was a toaster oven, Model #T1000TY1, manufactured by Black & Decker, Inc., Consumer Accessories Div., 701 E. Joppa Road, Towson, MD 21286. He purchased the product in November of 1995 at Furrow's Building Center, 8319 N. Lemar Blvd., Austin, Texas 78753. The respondent indicated that he would check on obtaining copies of photos he had taken. Copies of the photographs, if provided, will be forwarded on receipt. The manual was requested and the respondent indicated that he does not have the manual or any receipts or other paperwork concerning this product.

Standards Information:

There are no applicable Federal Standards for this product.

Attachments:

1. Assignment
2. Letter of response from the manufacturer.

CONTACT

respondent

PURPOSE

To obtain incident scenario, product identification and records.

RESULTS

interviewed; provided incident scenario and provided a copy of the mfgs. response letter.

# ACCIDENT INVESTIGATION REQUEST FORM

CET  
Attachment #1  
Toaster Oven Fire  
No Injury

Document Number #9670198A

Date of Incident 7/22/96

Category I.D. SETRR

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

or

On-Site

Headquarters Contact

RRauchschwalbe

Assignment Message

Determine outcome of incident.  
What did Black and Decker do to  
resolve the problem. Are photos  
of damage available? Not necessary  
to obtain toaster since we have  
many. If consumer has written  
documents from B&D, please  
obtain.

Person(s) to Contact

Adrian Canicales

Guideline

Requested By

RR

Task Number

960808CCC 7363

Assigned to

SFOU

Date

8/8/96

960808 ccc7363 Renee

## CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

1. NAME OF RESPONDENT Adrian Canicales	2. PHONE NO. (HOME) (WORK) 512-246-2980 512-246-1211
3. STREET ADDRESS 1803 Goodson Ct.	4. CITY STATE ZIP CODE Round Rock TX 78664

JUL 25 1996

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES  
A tostada shell was toasting in toaster oven for 8-10 seconds when oven's door popped open and shell was engulfed in 8"-10" high flames. Consumer unplugged oven and extinguished flames with a fire extinguisher. Inner oven, kitchen cabinet doors above oven and tostada were burned after incident. UL listing is unknown. Toaster oven was clean prior to incident.

-cont-

6. DATE OF INCIDENTS 7/24/96 5-6	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric under-the-counter toaster oven		10. BRAND NAME Black & Decker Low Profile-

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker unknown 701 E Joppa Road unknown Towson, MD 21286 800-231-9786 unknown 410-716-3900	12. MODEL, SERIAL NUMBERS Under Cabinet Toaster Oven/T1000TY1
13. DEALER'S NAME, ADDRESS & PHONE Furrow's Building Center 8319 N. Lemar Blvd. Austin, TX 78753 512-836-9662	

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 11/95 AGE 8 mos.
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
---------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------	--------------------------------------------------------

## FOR ADMINISTRATION USE

20. DATE RECEIVED 07/23/96	21. RECEIVED BY (NAME & OFFICE) ldm/HL	22. DOCUMENT NO. H9670198A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 0216
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CCH 7/24/1996	



960808 ccc 7363

CONSUMER PRODUCT INCIDENT REPORT

H9670198A

---

Narrative Continued

---

7/23/96 Consumer called and reported incident to manufacturer's rep. (name unknown), who said someone from manufacturer's liability department would call consumer back; date unknown.

---

CPSC Source: L/GOVT

---

10/31/1996 15:06

5122462980

5122462980

A & C VENDING

PAGE 81

Black & Decker (U.S.) Inc  
701 East Joppa Road  
Towson, Maryland 21286  
410-716-3900 Mail Stop TW 177  
Direct Dial: 410-716-2182  
Fax: 410-716-2379

101 # 9608080007363  
Attachment #2  
Toaster Oven Fire  
No Injuries



August 7, 1996

Mr. Adrienne Canizales  
1803 Goodson Court  
Round Rock, Texas 78664

RE: B&D File Number: 31728

Dear Mr. Canizales:

This will acknowledge our telephone conversation August 6, 1996. We have arranged to send you a new toaster. As we agreed, you will return your unit to us and it can be packaged in the same box in which the new unit arrives. Enclosed is a shipping ticket which will need to be placed on the box containing the product to be returned to us.

When the package is ready for shipment, please contact DHL at 1-800-225-5345 and tell them you would like to arrange for a pick up. Please make these arrangements at a time convenient for you. There will be no charge to you for the shipment, as it is being billed to Black and Decker.

When you mail to product back, please be sure to provide repair estimates of any damaged property, as well as photographs of the damaged property.

Your patronage is valued and we hope that we may have the opportunity to provide you with our products in the future.

Very truly yours,

A handwritten signature in cursive script that reads "John DeSimone/hmw".

John DeSimone  
Claims Representative

JGD/hmw  
Enclosure



PRE-INCIDENT:

This in-depth investigation was initiated based upon a consumer complaint received at the CPSC toll free hotline. The complaint regarded a number of incidents involving the same model Black & Decker electric toaster oven.

During this IDI, a telephone interview with the complainant was held. The majority of the information contained in the remainder of this report was obtained from that interview.

The complaint in this IDI is a 54 year old male. The complainant resides in a single family dwelling with his three children. The children ages are as follows: daughter 21, son 20 and another son age 18.

The complainant purchased the first electric toaster oven in February 1993. The toaster oven was a Black & Decker, model TR0505. According to the complainant, the toaster oven can be situated on a counter top or mounted under a cabinet. The complainant stated the toaster oven was placed on the kitchen counter and was plugged directly into the electric wall outlet.

The complainant reported that after purchasing the product, he read the owners manual. The complainant reported having understood the contents of the owner's manual.

The toaster oven was used at least once a day (in the morning) for toasting bread. The product was used as an oven about once a week and the broiler function was used about once a month.

The toaster oven's setting for toast was "a little past Medium" on the oven's dial.

The complainant reported that when the toaster oven was used, the top of the product would get hot to the touch. The complainant stated that he warned his family of this situation. According to the complainant, the toaster oven had plastic on both ends of the

960807CCC7351. page 3

product. The oven was equipped with a glass door. The top, back and bottom of the toaster were made of metal painted white.

The complainant reported the toaster oven was cleaned at least once a week. The cleaning entailed wiping down the outside of the toaster oven and cleaning out any bread crumbs from inside the oven.

In June of 1995, the complainant noticed one morning that the toaster's "pop up" switch for the toaster didn't function. He reported that the switch would remain down and needed to be pushed up in order for it to shut off. The toaster's "on" indicator light would remain lit.

The complainant called the Black & Decker toll free telephone number. The complainant reported that he was informed the toaster oven was still under warranty. The complainant was referred to a repair shop located in Spokane, Washington.

The complaint drove over to Spokane, Washington and left the toaster oven at the repair shop. One week later, the complaint received the repaired toaster and resumed use of the product.

Approximately 3 - 4 weeks later, the complainant stated he put a slice of bread in the toaster oven and depressed the toaster's switch. The complainant left the kitchen and walked into the dining room. The complainant estimated, the toaster was left unattended for 2 or 3 minutes. He reported that while in the dining room, he heard the smoke alarm in the kitchen sounding.

#### INCIDENT:

Upon entering the kitchen, the complainant stated he could see smoke coming from the toaster oven. As he approached the toaster oven, he noticed that flames were extending out of the oven's door about 3 or 4 inches.

POST INCIDENT:

The complainant stated he pulled the toaster's electric cord out of the wall outlet. He then used a fork to open the oven's door. The complainant reported there were flames about 5 or 6 inches high on the bread. To extinguish the flames, the complainant threw some baking soda into the oven.

Due to the incident, the complainant's kitchen received some minor damage to the ceramic tile back splash located behind the toaster oven. The tile required cleaning and the tiles was then repainted.

The toaster oven itself was blackened on the top of the unit and the finish was ruined. The complainant also reported that the top heating element was distorted.

The complainant reported that the circuit breaker for the kitchen did not trip off.

The complainant telephoned the repair shop and informed them of the incident. The complainant was informed to box the product up and return it to the repair shop.

Approximately one week later the complainant received an identical toaster oven. The damage from the previous oven was repaired. The new toaster oven was placed in the same location as the original.

960807CCC7351, page 5 .

The replacement toaster oven was used on average the same as the original. The unit was also cleaned with the same regularity. The toaster oven functioned without any problems for about one (1) year.

On July 22, 1996, the complainant reported that he placed a slice of homemade bread into the toaster oven. The toaster's switch was depressed. The complainant remained in the kitchen and after about 2 minutes, the complainant smelled smoke. The complainant reported that he observed a black spot on the top of the oven forming. The black spot was reportedly the size of 50 cent piece. Some light gray smoke was being emitted from the oven's door.

The complainant also observed that flames were contained inside the toaster oven. The flames were about 2 or 3 inches high and were on the bread.

The complainant unplugged the toaster oven and opened its door. The complainant then extinguished the flames on the bread.

The complainant reported that the back splash located behind the toaster oven was again blackened from the incident.

The complainant stated that his daughter entered the kitchen and smelled the smoke. She then informed her father that the previous day she had a similar incident occur. She reported to her father that the "pop up" switch had failed to come up, and the bread in the oven started to catch fire. The daughter was

960807CCC7351. page 6

still in the kitchen and caught the incident before it got to bad.

The toaster oven was removed from the kitchen.

The complainant telephoned the manufacturer's toll free number and reported the incident and the entire history regarding the toaster oven. The operator (Ms. Dunn) asked the complainant to return the toaster oven for inspection and asked that a letter be enclosed explaining the incident.

The complainant packaged and returned the second toaster oven to Black & Decker along with a letter. A photocopy of the letter to the firm was obtained and is attached to this report.

There was no sample obtained during this IDI.

#### PRODUCT IDENTIFICATION:

The product involved in this IDI is a Black & Decker electric toaster oven. The toaster oven was a model number TR0505. The original toaster oven was purchased new in 1993 from Best Products, 1220 N. Columbia Center Blvd. Kennewick, WA 99336.

This toaster was repaired by an authorized Black & Decker repair center in June 1995.



960807CCC7351, page 7

The replacement toaster was received by the complainant in July 1995.

Both toaster ovens were used daily for toasting homemade bread. The toaster ovens were cleaned weekly. The ovens had a polarized electric plug, which was plugged directly into a wall outlet.

Both toaster ovens were situated in the same location. The ovens were placed on a kitchen counter. According to the complainant, he had noticed then during the oven's use, the top would get hot to the touch. Due to this, he never kept anything on or near the appliance which could ignite.

The complainant reported the toaster ovens had plastic on both ends of the unit. The front was equipped with a glass door. The top, back and bottom were manufactured of metal painted white.

There was no sample of the product collected during this IDI.

#### SAFETY STANDARDS:

There are no mandatory federal safety standards for the product involved in this IDI. The complainant reported the product was an Underwriters Laboratory listed product.

#### ATTACHMENTS:

1. Assignment documents
2. Letter to Black & Decker from complainant dated 7-24-96
3. Owner's manual

WA

ACCIDENT INVESTIGATION REQUEST FORM

JRP

Document Number H9670223A

Date of Incident "1/93"

Category I.D. SECT 15 1996

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Jeanne Siebert

Assignment Message Please obtain details of  
incident, including: typical use,  
cleaning routine, and exactly where  
the flame escaped the unit.

Person(s) to Contact Consumer

Guideline

Requested By Jeanne Siebert

Task Number 960807CC7351

Assigned to SFOO

Date 8/7/96

## CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

7-9/15 Am  
CSU  
734-3449

1. NAME OF RESPONDENT Robert Boy	2. PHONE NO. (HOME) (WORK) 509-735-1220 <del>509-736-2629</del> my phn 509-3211
3. STREET ADDRESS 1104 S. Irby St.	4. CITY STATE ZIP CODE Kennewick WA 99337

## 5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES

Consumer noticed that toaster oven's pop up switch wasn't popping up and took it to manufacturer's repair center in Spokane, WA, for repair. 1 week later, consumer received repaired toaster oven and resumed use. Toaster oven is UL listed. Toaster oven can be used on the counter top or under-the-cabinet.

-cont-

6. DATE OF INCIDENTS 1/93	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT 2 identical electric toaster oven/broilers	10. BRAND NAME Black & Decker	

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker 6 Armstrong Rd. Shelton, CT 06484 800-231-9786 unknown	12. MODEL, SERIAL NUMBERS TR0505, TR051, used on the counter top
13. DEALER'S NAME, ADDRESS & PHONE Best Products 1220 N. Columbia Center Blvd. Kennewick, WA 99336 509-735-6363	

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged, repaired, damaged, replaced & damaged: see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED '95 AGE 18 mos.
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES NO x IF NOT, ITS DISPOSITION returned to mfr. repair center & mfr.	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	-----------------------------------------------------

## FOR ADMINISTRATION USE

20. DATE RECEIVED 07/25/96	21. RECEIVED BY (NAME & OFFICE) ldm/HL	22. DOCUMENT NO. H9670223A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 0216
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CCH 7/26/1996	

---

Narrative Continued

---

1-2 weeks later, bread was toasting in toaster oven when the same thing happened to the replacement switch and 5"-6" high flames came from bread, and front and back of toaster oven. Consumer unplugged toaster oven and extinguished flames with baking soda. Inner and outer surfaces of toaster oven and bread were burned and kitchen counter back splash was partially burned. 6/95 Consumer replaced the damaged portions of the back splash.

Same day, consumer returned toaster oven to the same repair center and received a new identical replacement toaster oven 1 week later.

7/22/96 The same thing happened with the replacement toaster oven, except consumer discovered it sooner and there was less damage to the oven and back splash.

7/24/96 Consumer called and reported incidents to manufacturer, who requested replacement toaster oven for inspection and told consumer to enclose a letter explaining incident, attention: Ms Dunn (title unknown). Consumer did this.

---

CPSC Source: L/GOVT

---

1104 South Irby  
Kennewick, WA 99337  
July 24, 1996

Attn: Dunn  
Black and Decker  
6 Armstrong Road  
Shelton, Connecticut 06484

Dear Ms. Dunn

In Re: Contact Number 9602001069--Toaster/Oven Model TRO505

Enclosed is the second Black and Decker Toaster Oven that I have owned which has a defective toaster switch. The switch will not turn off and the slice of bread begins to flame.

In June, 1995, I drove to Spokane, WA, to have the switch replaced on another B & D Toaster Oven for the same problem. Shortly after the oven was shipped to me, I had a slice of bread in the oven, was in another room in the house, when the smoke alarm went off. Returning to the kitchen, I found the toast in the oven flaming, the top of the oven turning black and smoke rolling out of the appliance. This oven was replaced with the oven which is being returned to you.

This morning, a slice of bread that I placed in the oven caught on fire because the toast switch would not release--fortunately, I was in the room to unplug the appliance and put out the fire, before it had caused serious damage to the kitchen. When my daughter smelled the smoke, she stated that the same thing had happened to her yesterday when she tried to toast a slice of bread.

I seriously doubt the quality of your toaster ovens. These appliances present a fire safety problem to the user. It is obvious that your company has had numerous similar complaints or should have had such complaints. It is too much of a coincidence that two different toaster ovens burn-up in my kitchen!

This time I DO NOT WANT a replacement--please refund my money, including the cost of the postage to return the toaster/oven to you.

Sincerely

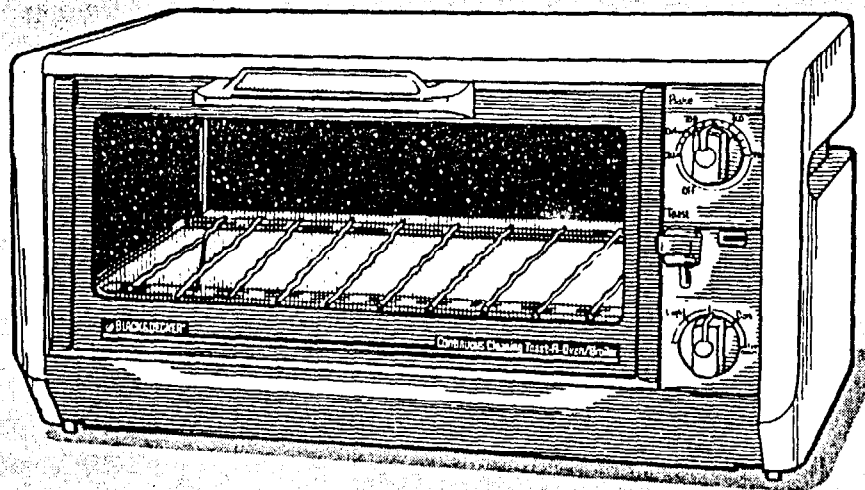
Robert Boy  
509 735-1220



# BLACK & DECKER®

SAVE THIS USE AND CARE BOOK

## Toast-R-Oven™ Broilers



*Box Model TR0505*



800-231-9786  
QUESTIONS? Please call us TOLL FREE  
Monday - Friday 8:15 a.m. - 5:00 p.m. Eastern Time.

**MODELS TR051, TR0400 - TR0600**

9608074007351, H3